

Amendments to the Claims:

This listing of claims will replace all prior versions, and listings, of claims in the application:

Listing of Claims:

1. (Currently Amended) A method of processing prescription requests comprising the steps:
 - establishing a connection to a remotely located prescription processing system;
 - submitting a prescription request to the prescription processing system;
 - independently assessing by personnel associated with the prescription processing system correctness of the prescription request, said personnel comprising a non-physician user electronically signing a patient's orders resulting from said independently assessing;
 - preparing by said personnel a completed prescription form based on the submitted prescription request;
 - sending the completed prescription form to a filling pharmacy; and
 - filling the prescription request, at the filling pharmacy, based on the completed prescription form.
2. (Original) The method of claim 1, wherein the prescription request is submitted in audible form.
3. (Original) The method of claim 1, wherein the prescription request is submitted by facsimile.
4. (Original) The method of claim 1, wherein the prescription request is submitted by electronic mail.

5. (Original) The method of claim 1, wherein the prescription request is submitted in the form of data from a wireless/mobile device.

6. (Original) The method of claim 1, wherein the prescription request is submitted in the form of data transmitted from a PDA.

7. (Original) The method of claim 1, further comprising the steps:

capturing the prescription request for subsequent manipulation; and
transcribing the captured prescription request.

8. (Original) The method of claim 7, wherein the step of preparing is performed based, at least partially, on a content of the transcribed prescription request.

9. (Previously Presented) The method of claim 7, wherein the step of capturing further includes the steps:

converting the captured prescription request to a digitized format at the
prescription processing system to obtain a digitized prescription request; and
storing the digitized prescription request on a database maintained by the
prescription processing system.

10. (Original) The method of claim 9, wherein the digitized format is a digital data format.

11. (Original) The method of claim 9, wherein the digitized format is a standard digital audio format.

12. (Original) The method of claim 9, further comprising the steps:
- creating an identification file, including identification data, for the digitized prescription request; and
 - concatenating the identification file with the digitized prescription request to form a prescription file.
13. (Original) The method of claim 1, further comprising a step of prompting a user to input information associated with the prescription.
14. (Original) The method of claim 13, wherein the step of prompting comprises the steps:
- requesting physician information;
 - requesting user information; and
 - requesting a member ID number.
15. (Original) The method of claim 1, wherein the step of submitting includes a step of determining if the prescription request is to renew an existing prescription or to submit a new prescription.
16. (Original) The method of claim 15, wherein the prescription request is to submit a new prescription, and further comprising the steps:
- submitting member information;
 - submitting patient information; and
 - submitting medication information.

17. (Original) The method of claim 16, wherein the member information includes the member's name and the member's address.

18. (Currently Amended) The method of claim 15, wherein the prescription request is to renew a prescription and further comprising the steps:

determining if there is an existing unique prescription number for renewal; and
requesting the existing unique prescription number if it is available.

19. (Original) The method of claim 18, further comprising the steps:

determining if there is a change inpatient therapy that would affect one or more aspects of the prescription request; and

if there is no change inpatient therapy, then performing the steps:

reviewing the submitted prescription request to obtain the user's approval,
and
closing the prescription request.

20. (Original) The method of claim 19, wherein the user does not approve the submitted prescription request based on the step of reviewing, and further comprising a step of canceling the prescription request.

21. (Original) The method of claim 19, wherein there is a change in therapy, and further comprising the steps:

requesting new medication information from the user; and
reviewing the new medication information.

22. (Original) The method of claim 18, wherein there is no prescription number for renewal, and further comprising the steps:

requesting member information;
requesting patient information; and
requesting medication information.

23. (Original) The method of claim 22, wherein the member information requested about the member includes the member's name and the member's address.

24. (Original) The method of claim 1, further comprising a step of closing the prescription request.

25. (Original) The method of claim 24, wherein the step of closing comprises the steps:
determining if the user would like to submit a new prescription request;
repeating the steps of submitting, preparing, sending, and filling if the user would like to submit a new prescription request; and
terminating the connection if the user would not like to submit an new prescription request.

26. (Original) The method of claim 13, further comprising a step of verifying the prompted information input by the user.

27. (Previously Presented) The method of claim 26, further comprising the steps:
printing a form pre-populated with the verified information;
assigning the form a unique identifier which associates the form with the prescription request; and

submitting the pre-populated form to the user via facsimile.

28. (Previously Presented) The method of claim 14, further comprising the steps:

comparing, at the prescription processing system, a physician's phone number and a prescription number; and

if the physician's phone number and the prescription number result in a predetermined relationship, wherein the predetermined relationship is a match between the physician's phone number and the prescription number and a stored physician's phone number and a stored prescription number stored at the prescription processing system then filling the prescription request using an automated entry agent associated with the prescription processing system.

29. (Previously Presented) The method of claim 1, wherein the step of establishing includes a step of establishing the connection using a telephone and wherein the step of submitting includes communicating with the prescription processing system using a touch tone telephone keypad.

30. (Original) The method of claim 1, wherein the step of connecting includes a step of establishing the connection over an electronic network using a personal computer.

31. (Original) The method of claim 30, wherein the electronic network is a direct-connection network.

32. (Original) The method of claim 30, wherein the electronic network is a packet-switched network.

33. (Original) The method of claim 30, wherein:

the prescription request is an audible prescription request; and

the step of submitting includes a step of submitting the audible prescription request through a microphone coupled to the personal computer.

34. (Original) The method of claim 1, wherein the step of submitting a prescription request includes the steps:

submitting patient information; and

submitting medication information.

35. (Original) The method of claim 34, wherein the submitted patient information includes a patient name, address, and date of birth.

36. (Original) The method of claim 34, wherein the submitted medication information includes medication name, strength, and dosage.

37. (Currently Amended) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system;

submitting a prescription request to the prescription processing system;

capturing the prescription request for subsequent manipulation;

processing the captured prescription request;

independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request, said personnel comprising a non-physician user electronically signing a patient's orders resulting from said independently assessing;

preparing, by said at least one of a pharmacist and personnel a completed prescription form based, at least partially, on the processed prescription request;
sending the completed prescription form to a predetermined pharmacy; and
filling the prescription request, at the predetermined pharmacy, based on the completed prescription form.

38. (Currently Amended) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system;
submitting a prescription request to the prescription processing system;
capturing the prescription request;
converting the captured prescription request to a digitized format to obtain a digitized prescription request;
creating an identification file, including identification data, for the digitized prescription request;
associating the identification file and the digitized prescription request to form a prescription file;
storing the prescription file on a database maintained by the prescription processing system;
transcribing the digitized prescription request;
independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request, said personnel comprising a non-physician user electronically signing a patient's orders resulting form said independently assessing;

preparing, by said at least one of a pharmacist and personnel a completed prescription form based, at least partially, on the processed prescription request;
sending the completed prescription form to a filling pharmacy; and
filling the prescription request, at the filling pharmacy, based at least partially on the completed prescription form.

39. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system;
submitting a prescription request to the prescription processing system;
capturing the prescription request;
transcribing the captured prescription request;
independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request;
preparing, by said at least one of a pharmacist and personnel a completed prescription form based, at least partially, on the processed prescription request;
sending the completed prescription form to a pharmacy;
filling the prescription request, at the pharmacy, based on the completed prescription form;
determining if the user would like to submit a new prescription request;
repeating the steps of submitting, capturing, transcribing, preparing, sending, filling, and determining if the user would like to submit a new prescription request; and
terminating the connection if the user would not like to submit a new prescription request.

40. (Previously Presented) A method of processing prescription requests comprising the steps:

- establishing a connection to a remotely located prescription processing system;
- submitting a prescription request to the prescription processing system, wherein the prescription request includes user information and a member ID number;
- capturing the prescription request;
- converting the captured prescription request to a digitized format to obtain a digitized prescription request;
- creating an identification file, including identification data, for the digitized prescription request;
- associating the identification file with the digitized prescription request to form a prescription file;
- storing the prescription file on a database maintained by the prescription processing system;
- transcribing the digitized prescription request;
- independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request;
- preparing, by said at least one of a pharmacist and personnel a completed prescription form based, at least partially, on the processed prescription request;
- sending the completed prescription form to a central pharmacy; and
- filling the prescription request, at the central pharmacy, based at least partially on the completed prescription form.

41. (Original) A method of submitting a prescription request for retrieval of a filled prescription by a patient, the method comprising the steps:

initiating a connection to a remotely located prescription processing system;
submitting an audible prescription request to the prescription processing system;

and

retrieving, by the patient, a filled prescription from a predetermined filling pharmacy remotely located from the prescription processing system.

42. (Original) A method of processing a submitted prescription request, comprising the steps:

receiving a request from a remote source to establish a connection with a local prescription processing system;

establishing a connection with the remote source;

receiving an audible prescription request;

preparing, by a pharmacist, a completed prescription form based, at least partially, on the audible prescription request; and

sending the completed prescription form to a pharmacy to be filled.

43. (Original) A prescription processing network comprising:

a prescription processing system;

a communication device for establishing a communication channel with said prescription processing system and submitting a prescription request over said communication channel, said communication device being remotely located from said prescription processing system;

said prescription processing system being accessible by one of a pharmacist and personnel capable of independently assessing correctness of the prescription request for preparing a completed prescription form based, at least in part, on the submitted prescription request; and

a pharmacy for receiving said completed prescription form, and filling said prescription request based on the completed prescription form.

44. (Original) The prescription processing network of claim 43, wherein said communication device includes circuitry for submitting said prescription request electronically.

45. (Original) The prescription processing network of claim 43, wherein said communication device includes circuitry for submitting said prescription request in an audible format.

46. (Previously Presented) The prescription processing network of claim 43 wherein said prescription processing system includes a header entry agent for retrieving general information from a digitized prescription request, wherein said submitted prescription is digitized into said digitized prescription request, and transcribing said general information, wherein said general information comprises non-medication related information comprising at least one of member's name, member's identification number, physician information, and patient information.

47. (Original) The prescription processing network of claim 43, wherein said communication channel is established over a private network.

48. (Original) The prescription processing network of claim 43, wherein said communication channel is established over a public network.

49. (Original) The prescription processing network of claim 48, wherein said public network is the Internet.

50. (Original) The prescription processing network of claim 43, wherein said communication device is a computer.

51. (Original) The prescription processing network of claim 43, wherein said communication device is a telephone.

52. (Original) The prescription processing network of claim 43, wherein said communication device is a facsimile device.

53. (Original) The prescription processing network of claim 43, wherein said pharmacist and said pharmacy are remotely located from each other, and remotely located from both said prescription processing system and said communication device.

54. (Previously Presented) The method of claim 1, wherein the prescription request is submitted telephonically.

55. (Previously Presented) The method of claim 1, wherein the prescription request is submitted using computerized voice entry techniques.

56. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system using a telephone;

submitting an audible prescription request to the prescription processing system using said telephone;

independently assessing by personnel associated with the prescription processing system correctness of the prescription request;

preparing by said personnel a completed prescription form based on the submitted prescription request;

sending the completed prescription form to a filling pharmacy; and

filling the prescription request, at the filling pharmacy, based on the completed prescription form.

57. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system using a telephone;

submitting an audible prescription request to the prescription processing system using said telephone;

capturing the prescription request for subsequent manipulation;

processing the captured prescription request;

independently assessing by personnel associated with the prescription processing system correctness of the prescription request;

preparing by said personnel a completed prescription form based on the submitted prescription request;

sending the completed prescription form to a predetermined pharmacy; and

filling the prescription request, at the predetermined pharmacy, based on the completed prescription form.

58. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system using a telephone;

submitting an audible prescription request to the prescription processing system using said telephone;

capturing the prescription request;

converting the captured prescription request to a digitized format to obtain a digitized prescription request;

creating an identification file, including identification data, for the digitized prescription request;

associating the identification file and the digitized prescription request to form a prescription file;

storing the prescription file on a database maintained by the prescription processing system;

transcribing the digitized prescription request;

independently assessing by personnel associated with the prescription processing system correctness of the prescription request;

preparing by said personnel a completed prescription form based on the submitted prescription request;

sending the completed prescription form to a filling pharmacy; and

filling the prescription request, at the filling pharmacy, based at least partially on the completed prescription form.

59. (Previously Presented) A method of processing prescription requests comprising the steps:

- establishing a connection to a remotely located prescription processing system using a telephone;
- submitting an audible prescription request to the prescription processing system using said telephone;
- capturing the prescription request;
- transcribing the captured prescription request;
- independently assessing by personnel associated with the prescription processing system correctness of the prescription request;
- preparing by said personnel a completed prescription form based on the submitted prescription request;
- sending the completed prescription form to a pharmacy;
- filling the prescription request, at the pharmacy, based on the completed prescription form;
- determining if the user would like to submit a new prescription request;
- repeating the steps of submitting, capturing, transcribing, preparing, sending, filling, and determining if the user would like to submit a new prescription request; and
- terminating the connection if the user would not like to submit a new prescription request.

60. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system using a telephone;

submitting an audible prescription request to the prescription processing system using said telephone, wherein the audible prescription request includes user information and a member ID number;

capturing the prescription request;

converting the captured prescription request to a digitized format to obtain a digitized prescription request;

creating an identification file, including identification data, for the digitized prescription request;

associating the identification file with the digitized prescription request to form a prescription file;

storing the prescription file on a database maintained by the prescription processing system;

transcribing the digitized prescription request;

independently assessing by personnel associated with the prescription processing system correctness of the prescription request;

preparing by said personnel a completed prescription form based on the submitted prescription request;

sending the completed prescription form to a central pharmacy; and

filling the prescription request, at the central pharmacy, based at least partially on the completed prescription form.

61. (Previously Presented) A method of submitting a prescription request for retrieval of a filled prescription by a patient, the method comprising the steps:

initiating a connection to a remotely located prescription processing system using a telephone;

submitting an audible prescription request to the prescription processing system using said telephone; and

retrieving, by the patient, a filled prescription from a predetermined filling pharmacy remotely located from the prescription processing system.

62. (Previously Presented) A method of processing a submitted prescription request, comprising the steps:

receiving a request from a remote source to establish a connection with a local prescription processing system;

establishing a connection with the remote source using a telephone;

receiving an audible prescription request by way of said telephone;

preparing, by a pharmacist, a completed prescription form based, at least partially, on the audible prescription request; and

sending the completed prescription form to a pharmacy to be filled.

63. (Previously Presented) The prescription processing network of claim 43, wherein said communication device includes circuitry for submitting said prescription request in an audible format using a telephone.

64. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system;

submitting a prescription request to the prescription processing system;

capturing the prescription request;

converting the captured prescription request to a digitized format to obtain a digitized prescription request;

creating an identification file, including identification data, for the digitized prescription request;

associating the identification file and the digitized prescription request to form a prescription file;

storing the prescription file on a database maintained by the prescription processing system;

transcribing the digitized prescription request;

independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request;

preparing, by said at least one of a pharmacist and personnel a completed prescription form based, at least partially, on the processed prescription request;

sending the completed prescription form to a filling pharmacy; and

filling the prescription request, at the filling pharmacy, based at least partially on the completed prescription form,

wherein said at least one of said pharmacist and said personnel and said filling pharmacy are remotely located from each other, and remotely located from said prescription processing system.

65. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system;
submitting a prescription request to the prescription processing system, wherein the prescription request includes user information and a member ID number;

capturing the prescription request;

converting the captured prescription request to a digitized format to obtain a digitized prescription request;

creating an identification file, including identification data, for the digitized prescription request;

associating the identification file with the digitized prescription request to form a prescription file;

storing the prescription file on a database maintained by the prescription processing system;

transcribing the digitized prescription request;

independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request, the at least one of the pharmacist and personnel and the prescription processing system being separate from at least one of a hospital and a physician where the prescription request was originated, and the at least one of the pharmacist and personnel and the prescription processing system being separate from a central pharmacy where the prescription request is to be fulfilled;

preparing, by said at least one of a pharmacist and personnel a completed prescription form based, at least partially, on the processed prescription request;

sending the completed prescription form to the central pharmacy; and
filling the prescription request, at the central pharmacy, based at least partially on
the completed prescription form
wherein said at least one of said pharmacist and said personnel and said central
pharmacy are remotely located from each other, and remotely located from said prescription
processing system.

66. (Previously Presented) The method of claim 28, wherein, if the physician's phone
number and the prescription number fails to result in a predetermined relationship, the method
further comprises contacting a user to indicate the failure and to determine whether the
prescription request is authentic.

67. (Previously Presented) A method of processing prescription requests comprising
the steps:

establishing a connection to a remotely located prescription processing system;
submitting a prescription request to the prescription processing system;
capturing the prescription request for subsequent manipulation;
transcribing the captured prescription request;
converting the captured prescription request to a digitized format at the
prescription processing system to obtain a digitized prescription request;
storing the digitized prescription request on a database maintained by the
prescription processing system;
creating an identification file, including identification data, for the digitized
prescription request;

concatenating the identification file with the digitized prescription request to form a prescription file;

independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request, the at least one of the pharmacist and personnel and the prescription processing system being separate from at least one of a hospital and a physician where the prescription request was originated, and the at least one of the pharmacist and personnel and the prescription processing system being separate from a pharmacy where the prescription request is to be fulfilled;

preparing by said at least one of a pharmacist and personnel a completed prescription form based on the submitted prescription request;

comparing, at the prescription processing system, a physician's phone number and a prescription number;

if the physician's phone number and the prescription number result in a predetermined relationship, wherein the predetermined relationship is a match between the physician's phone number and the prescription number and a stored physician's phone number and a stored prescription number stored at the prescription processing system then filling the prescription request using an automated entry agent associated with the prescription processing system.

68. (Previously Presented) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system;

submitting a prescription request to the prescription processing system, wherein the prescription request is submitted by facsimile;

capturing the prescription request for subsequent manipulation;

transcribing the captured prescription request;

converting the captured prescription request to a digitized format at the prescription processing system to obtain a digitized prescription request;

storing the digitized prescription request on a database maintained by the prescription processing system

creating an identification file, including identification data, for the digitized prescription request;

concatenating the identification file with the digitized prescription request to form a prescription file;

independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request, the at least one of the pharmacist and personnel and the prescription processing system being separate from at least one of a hospital and a physician where the prescription request was originated, and the at least one of the pharmacist and personnel and the prescription processing system being separate from a pharmacy where the prescription request is to be fulfilled;

preparing by said at least one of a pharmacist and personnel a completed prescription form based on the submitted prescription request;

comparing, at the prescription processing system, a physician's phone number and a prescription number;

if the physician's phone number and the prescription number result in a predetermined relationship, wherein the predetermined relationship is a match between the physician's phone number and the prescription number and a stored physician's phone number

and a stored prescription number stored at the prescription processing system then filling the prescription request using an automated entry agent associated with the prescription processing system.

69. (Currently Amended) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system, wherein the step of establishing includes a step of establishing the connection using a telephone;

submitting a prescription request to the prescription processing system, wherein the step of submitting includes communicating with the prescription processing system using a touch tone telephone keypad;

capturing the prescription request for subsequent manipulation;

transcribing the captured prescription request;

converting the captured prescription request to a digitized format at the prescription processing system to obtain a digitized prescription request;

storing the digitized prescription request on a database maintained by the prescription processing system;

creating an identification file, including identification data, for the digitized prescription request;

concatenating the identification file with the digitized prescription request to form a prescription file;

independently assessing by at least one of a pharmacist and personnel associated with the prescription processing system correctness of the prescription request, the at least one of the pharmacist and personnel and the prescription processing system being separate from at least

one of a hospital and a physician where the prescription request was originated, and the at least one of the pharmacist and personnel and the prescription processing system being separate from a pharmacy where the prescription request is to be fulfilled;

preparing by said at least one of a pharmacist and personnel a completed prescription form based on the submitted prescription request;

comparing, at the prescription processing system, a physician's phone number and a prescription number; and

if the physician's phone number and the prescription number result in a predetermined relationship, wherein the predetermined relationship is a match between the physician's phone number and the prescription number and a stored physician's phone number and a stored prescription number stored at the prescription processing system then filling the prescription request using an automated entry agent associated with the prescription processing system.

70. (New) A prescription processing system comprising:

a telephone for receiving an audible prescription request;

a computer for receiving a digitized prescription request;

a header entry agent for retrieving general information from at least one of the digitized prescription request and the audible prescription request after the audible prescription request has been converted to a digitized format at the prescription processing system;

a database for storing at least one of the digitized prescription request and the audible prescription request after the audible prescription request has been converted to a digitized format at the prescription processing system; and

a user interface enabling personnel associated with the prescription processing system to independently assesses correctness of at least one of the digitized prescription request and the audible prescription request and prepares a completed prescription form based on the at least one of the digitized prescription request and the audible prescription request.

71. (New) The system of claim 70, wherein the header entry agent comprises at least one of a person or an intelligent software program.

72. (New) The system of claim 70, wherein the personnel comprises at least one of a pharmacist, a medical doctor, and a licensed physician assistant.

73. (New) The system of claim 70, wherein the digitized prescription request and the digitized format of the converted audible prescription request comprises at least one of ASCII, formatted text, Microsoft[™] Word[™], WordPerfect[™], standard facsimile formats, standard wireless transmission formats, and standard digitized audio formats.

74. (Currently Amended) A method of processing prescription requests comprising the steps:

establishing a connection to a remotely located prescription processing system using a telephone;

submitting an audible prescription request to the prescription processing system using said telephone;

comparing, at the prescription processing system, a physician's phone number and a prescription number; and

if the physician's phone number and the prescription number result in a predetermined relationship, wherein the predetermined relationship is a match between the physician's phone number and the prescription number and a stored physician's phone number

and a stored prescription number stored at the prescription processing system then filling the prescription request using an automated entry agent associated with the prescription processing system;

capturing the audible prescription request;

converting the captured prescription request to a digitized format to obtain a digitized prescription request;

creating an identification file, including identification data, for the digitized prescription request;

associating the identification file and the digitized prescription request to form a prescription file;

storing the prescription file on a database maintained by the prescription processing system;

transcribing the digitized prescription request;

independently assessing by personnel associated with the prescription processing system correctness of the prescription request, said personnel comprising a non-physician user electronically signing a patient's orders resulting from said independently assessing;

preparing by said personnel a completed prescription form based on the submitted audible prescription request;

sending the completed prescription form to a filling pharmacy; and

filling the prescription request, at the filling pharmacy, based at least partially on the completed prescription form;

prompting a user to input information associated with the prescription including requesting physician information; requesting user information; and requesting a member ID number;

determining if the prescription request is to renew an existing prescription or to submit a new prescription, and wherein when the prescription request is to submit a new prescription, and further comprises submitting member information; submitting patient information; and submitting medication information, and wherein when the prescription request is to renew a prescription and further comprises determining if there is an existing unique prescription number for renewal; and requesting the existing unique prescription number if it is available;

determining if there is a change inpatient therapy that would affect one or more aspects of the prescription request; and

if there is no change inpatient therapy, then performing the steps reviewing the submitted prescription request to obtain the user's approval, and closing the prescription request;

if there is a change in therapy, then performing the steps of requesting new medication information from the user; and reviewing the new medication information;

if there is no prescription number for renewal, and further comprises requesting member information; requesting patient information; and requesting medication information;

determining if the user would like to submit a new prescription request;

repeating the steps of submitting, preparing, sending, and filling if the user would like to submit a new prescription request; and

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terminating the connection if the user would not like to submit an new
prescription request.